

CSHCS Info #8-2012: LHD "Talking Points" for first MHP letter
Tue 7/31/2012

Colleagues,

Kent County prepared the attached document and suggested that this might be useful for other LHD colleagues as well. Hence, we are forwarding this document for your information and potential utilization.

From Chis Buczek in Kent County:

"Here is our suggestion of things family may want to consider in preparing to choose an MHP. You'll see some stuff in blue, where the LHD can put in their local stuff. Our plan is to have this "talking point" sheet and a copy of the letter CSHCS is sending together so each staff can refer to it. We are also going to track the number of inquiries we get. I've already directed everyone that we may NOT suggest a specific plan to anyone, ever."
"

Also, please understand that families need not call Michigan Enrolls to select a Medicaid Health Plan until after they receive the letter from Michigan Enrolls in October. The letter sent from CSHCS alerts people to the upcoming changes for those enrolled in Medicaid and CSHCS. However, they do not need to call Michigan Enrolls until after the Michigan Enrolls enrollment letter is mailed in October. And remember, if you are asked 'which plan should I choose?' -- the response should be that Michigan Enrolls will be prepared to assist with the selection of a plan, and that individuals should call Michigan Enrolls after they receive the Michigan Enrolls enrollment letter. Discussing with the family the things to consider when choosing a health plan (per the attached) is appropriate, but please do not direct people towards or away from any specific plan.

Lonnie D. Barnett
Director, Children's Special Health Care Services Division Bureau of Family, Maternal,
and Child Health Michigan Department of Community Health Lewis Cass Building, 6th
Floor
320 S. Walnut
Lansing, MI 48913
www.michigan.gov/cshcs

Phone: (517) 241-7186
FAX: (517) 241-8970

